

IVV 26: Surveys

Version: H

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- [Purpose](#)
- [Scope](#)
- [Process Flow Diagram](#)
- [Metrics](#)
- [Records](#)
- [Definitions and Acronyms](#)
 - [Acronyms](#)
- [References](#)
- [Version History](#)

Purpose

The purpose of this system level procedure (SLP) is to provide a consistent method for requesting, establishing, and conducting surveys, as well as reporting the information collected.

Scope

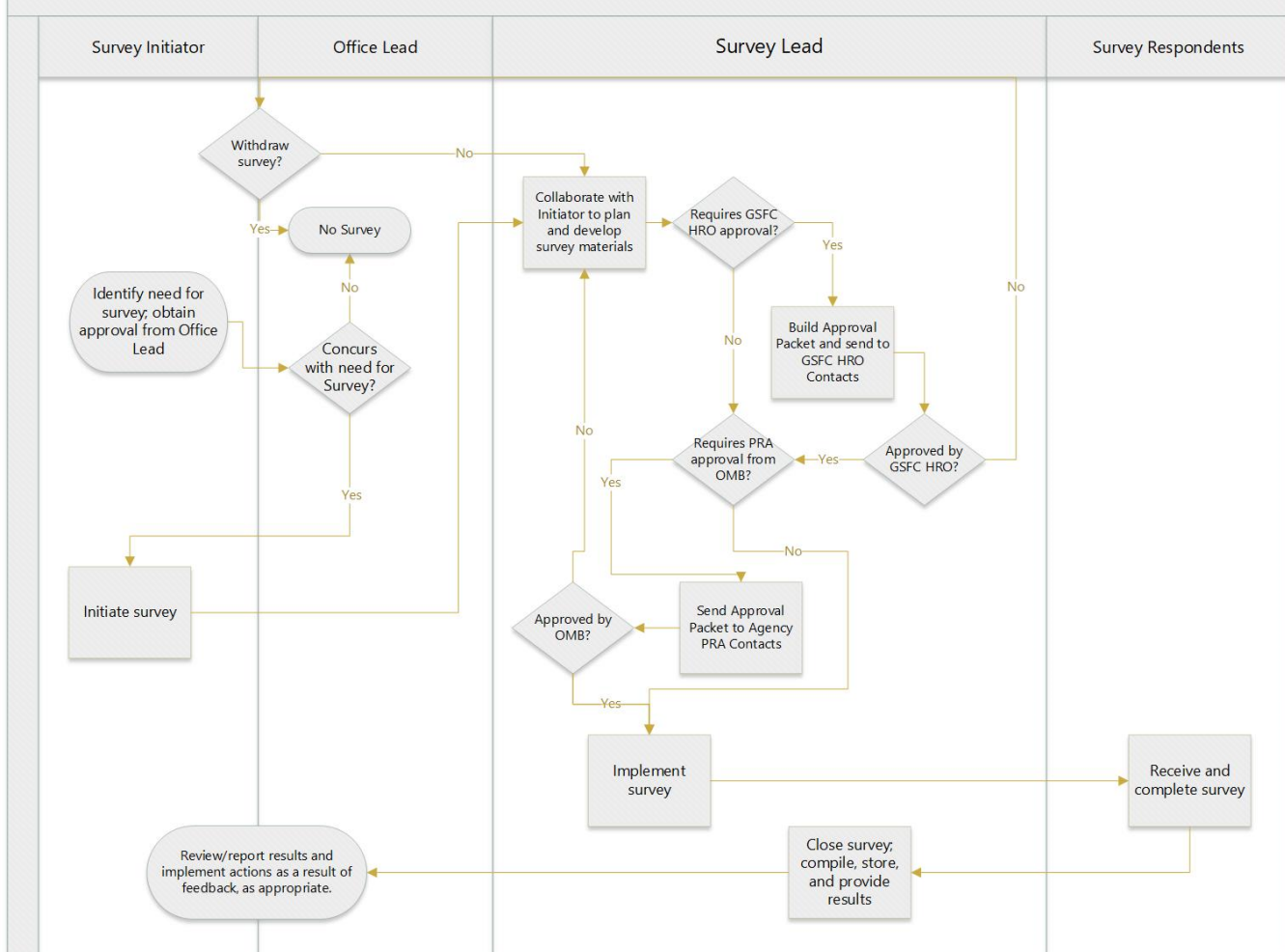
This SLP applies to any Office, Group, or task lead interested in conducting a survey of more than 10 people or including both civil servants and contractors.

Note: Contractors may survey their own employees at will but are welcome to use this process if they desire support from the Strategic Communications Office.

Process Flow Diagram

The following diagram depicts processes described in this document, and the responsibilities and actions that shall be performed by process participants or their designees. Any information supplemental to the depicted process will appear after the diagram.

IV&V Survey Process



IVV 26 IV&V Survey Process - 09-22-2021.vsd

1. Upon identification of a need for a survey, Initiators shall first obtain approval from their Office Lead. The Office Lead is encouraged to consider how the requested survey impacts the Office's higher-level plan for obtaining customer feedback. The *Survey Request Questionnaire* is very helpful for designing a survey and is available on ECM at: [Enterprise/ STRATEGIC COMMUNICATIONS OFFICE/ Knowledge Management/ Surveys/ Survey request questionnaire.doc](#).
2. Upon approval, the Survey Initiator shall contact the Survey Lead directly, or, if unavailable, the SCO Lead.
 - a. The Survey Lead contact information can be found under contacts at the following: [Supplement for IVV 26: Surveys - IV&V Management System - IV&V Confluence \(nasa.gov\)](#)
3. The Survey Lead shall work collaboratively with the Survey Initiator to develop the following survey materials:
 - a. Purpose – what question needs to be answered or problem needs to be solved; how the information gained will be used to address the question or problem
 - b. Necessity - Are other sources of data available to serve the purpose?
 - c. Survey items – questions or statements to which Survey Respondents will respond
 - d. Survey Respondents – what audience or type of person needs to be surveyed and how many
 - e. Schedule – a tentative date for completion of each step of this process

- f. Survey approval data packet (if necessary) for GSFC HRO and OMB PRA (details of packet requirements can be found on the IVV-26 supplements page).
 - g. Communication with Survey Respondents – text to be included in email requesting information from respondents
4. The Survey Lead shall contact GSFC HRO to obtain approval of the survey if necessary.
 - a. GSFC HRO needs to review all internal surveys with an overall goal of eliminating overlap with Agency initiatives.
 - b. Any Survey including members of a bargaining unit in its respondents will require notification of the GSFC LRO at least 5 business days in advance of release.
 - c. As a result, GSFC will be notified of all surveys and will let us know if they need to approve them or route them to anyone else for approval
 - d. Additional information may be found at [Supplement for IVV 26: Surveys - IV&V Management System - IV&V Confluence \(nasa.gov\)](#)
5. The Survey Lead shall contact the NASA PRA representatives to determine if survey requires approval from OMB. If necessary, NASA PRA representatives will send to OMB for approval.
 - a. The NASA PRA representative needs to review any survey that will be sent to 10 or more members of the public (including contractors).
 - b. A survey may require approval for certain topics to make sure it complies with other laws besides PRA (EEO, etc.).
 - c. Additional information may be found at [Supplement for IVV 26: Surveys - IV&V Management System - IV&V Confluence \(nasa.gov\)](#)
6. Implementation of the survey includes sending information to and receiving information from Survey Respondents. Login information for the IV&V SurveyMonkey® account can be obtained from the SCO Lead.
7. Upon closure of the survey, the Survey Lead shall compile the survey results (typically a .pdf report) and the survey raw data (typically an excel spreadsheet), store them on the Enterprise Content Management (ECM) system, and provide the results to the Survey Initiator and the Survey Initiator's Office Lead. If desired, the Survey Lead can coordinate with SCO to provide additional report building or analysis to the Survey Initiator and their office lead. The Survey Initiator, or Survey Initiator's Office Lead, shall report the synthesized results of the survey to Senior Management at staff meetings or as appropriate. If the survey was focused on customer satisfaction, the appropriate individual from the Survey Initiator's Office shall present the results at the IV&V Program's Quarterly Management Reviews (QMRs). The Survey Initiators are also encouraged to share the results with other IV&V groups as appropriate.

Metrics

Information collected by surveys often support metrics established and tracked within the NASA IV&V Metrics Program. Any metrics associated with this SLP are established and tracked within the NASA IV&V Metrics Program.

Records

The following records will be generated or updated and filed in accordance with this SLP and IVV 16, Control of Records, and in reference to NPR 1441.1, NASA Records Management Program Requirements.

Record Name	Original	Essential	Responsible Person	Retention Requirement	Location
Survey Approval Data Packet	Y	N	Survey Lead	Destroy when 7 years old. (01 /026.5.A)	ECM

Survey items	Y	N	Survey Lead	Destroy when 7 years old. (01 /026.5.A)	Survey tool
Survey raw data	Y/N	N	Survey Lead	Destroy when 7 years old. (01 /026.5.A)	ECM
Survey results, comments unsanitized	Y	N	Survey Lead	Destroy when 7 years old. (01 /026.5.A)	ECM

Definitions and Acronyms

Official NASA IV&V roles and terms are defined in the [Quality Manual](#). Specialized definitions identified in this SLP are defined below.

- **Strategic Communications Office Survey Lead (Survey Lead)**
 - The Strategic Communications Office Survey Lead refers to the individual within the Strategic Communications Office who assists with all stages of the survey process and coordinates participation by other key individuals as needed.
- **Survey**
 - A survey refers to a method for acquiring targeted feedback from a specified set of recipients.
- **Survey Approval Data Packet** - The files compiled and sent to GSFC and OMB for survey approval.
- **Survey Initiator**
 - The survey initiator refers to the NASA IV&V Program representative that initiates the request for surveying a group of individuals.
- **Survey Item**
 - A survey item is the question and its answer options within a survey.
- **Survey Raw Data**
 - Survey raw data consists of all answers turned in by respondents without any human intervention.
- **Survey Respondent**
 - A survey respondent is an individual who receives a survey from the NASA IV&V Program.
- **Survey Results**
 - Once the survey lead has compiled, sanitized, and analyzed the survey raw data, the information is considered the survey results.

Acronyms

ECM	Enterprise Content Management
GSFC	Goddard Space Flight Center
IMS	NASA IV&V Management System
NODIS	NASA Online Directives Information System
NPR	NASA Procedural Requirements
HRO	Human Resources Office
OMB	Office of Management and Budget

PRA	Paperwork Reduction Act
QM	Quality Manual
SCO	Strategic Communications Office
SLP	System Level Procedure

References

REFERENCES	
Document ID/Link	Title
IVV QM	NASA IV&V Quality Manual
IVV 16	Control of Records
NPR 1441.1	NASA Records Management Program Requirements
https://ecmles.faircon.net/livelihood/livelihood/open/1770392	Survey Request Questionnaire
Supplement for IVV 26: Surveys - IV&V Management System - IV&V Confluence (nasa.gov)	NASA IV&V SLP 26- Surveys Supplement

If any procedure, method, or step in this document conflicts with any document in the NASA Online Directives Information System (NODIS), this document shall be superseded by the NODIS document. Any external reference shall be monitored by the Document Owner for current versioning.

Version History

VERSION HISTORY				
V e r s i o n	Description of Change	Rationale for Change	A u t h o r	E f f e c t i v e D a t e

B a sic	Initial Release		Step han ni e W hite	1 1 /1 7 /2 0 10
A	Renamed, updated flow, clarified roles		Step han ni e W hite	1 0 /1 4 /2 0 11
B	Identify the role of Office Lead in the survey process and communicate the need to target the most limited group of respondents as possible		Step han ni e W hite	1 /3 0 /2 0 12
C	Clarify reporting of survey results.	To accurately reflect desired practice.	Step han ni e W hite	5 /3 1 /2 0 12
D	Clarify purpose and selection of survey respondents.	Revisions determined during annual document review.	Jen nife r N ep tu ne	1 /3 0 /2 0 14
E	Add reference to the very helpful Survey Request Questionnaire. Add location and hyperlink of SurveyMonkey® account login data. Survey Items are stored in the tool.	PAR 2014-P-402. Eliminates a single point of failure by placing this data on a shared location; but continues security of this sensitive information by restricting permission.	Jen nife r N ep tu ne	6 /1 9 /2 0 14

F	Clarified the difference between "Survey raw data" and "Survey results, comments unsanitized"	PAR 2018-P-502. Needed clarification/definition for the records called "Survey raw data" and "Survey results, comments unsanitized"	Jeff Norton	10/5/2018
G	Updated process to include new approval steps by OMB and GSFC HRO. Changed ownership to Joshua Bell Updated Process flowchart. Updated hyperlinks. Added supplement to detail approval process requirements and justification.	Requirements by GSFC HRO. Paperwork Reduction Act. Ensures compliance with PRA and helps prevent oversaturation of survey respondents.	Joshua Bell	9/2/2021
H	Added survey approval data packet to records table and definitions	JIRA Item SCO-2084: Internal Audit items: 'Data package is identified as a key work product that is produced when executing this process. However, data package is not explicitly cited in the Records table for this SLP/process.'	Joshua Bell	3/08/2022